



Violence & Aggression Policy & Procedure

1.2

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1. INTRODUCTION

The purpose of this policy is to address instances of unacceptable behaviour which may cause harm or the fear of harm to any person within SHPCA. The scope of this policy is therefore:

Instances of violence or aggression committed by any person, whether patient, visitor or any other person working within SHPCA against any patient, visitor, or other person working within SHPCA.

2. DEFINITION

Violence and aggression are defined as:

- Violence is the use of force against a person and has the same definition as “assault” in law (i.e. an attempt, offer or application of force against the person). This would cover any person unlawfully touching any other person forcefully, spitting at another person, raising fists or feet or verbally threatening to strike or otherwise apply force to any person.
- Aggression is regarded as threatening or abusive language or gestures, sexual gestures or behaviour, derogatory sexual or racial remarks, shouting at any person or applying force to any practice property or the personal property of any person on the practice. This would cover people banging on desks or counters or shouting loudly in an intimidating manner.

This policy applies throughout the premises, including any car park and grounds. It also applies to any employee or director away from the practice but only in so far as it relates to the business of SHPCA.

3. RESPONSIBILITIES

Employee Responsibilities

- Employees have the responsibility to ensure their own safety and that of their colleagues at work. It is essential, therefore, that all employees are familiar with SHPCA policies and procedures, equipment and precautions adopted to combat the risk of physical and verbal abuse.
- Familiarise themselves with practices policies and procedures, guidelines and instructions.
- Use any equipment or devices provided for ‘at risk’ situations i.e. alarms.
- Participate in relevant training made available by SHPCA.
- Report all incidents of physical and verbal abuse (threatened or actual).
- Record details of incidents in compliance with SHPCA procedures.
- Contribute towards reviews by nominated managers concerning any incidents in which they have been involved.

- Suggest precautionary measures involving changes in the layout of the work environment that can reduce risk.
- Make use of any available staff support and counselling through SHPCA.
- Advise the general manager/line manager of any perceived risks involved in work activities.

SHPCA Responsibilities

- Carry out risk assessments to assess and review the duties of employees, identifying any 'at risk' situations and taking appropriate steps to reduce or remove the risk to employees.
- Assess and review the layout of premises to reduce the risk to employees.
- Assess and review the provision of personal safety equipment i.e. alarms.
- Develop SHPCA policies, procedures and guidelines for dealing with physical and verbal abuse.
- Provide support and counselling for victims, or refer to suitably qualified health professionals.
- Make employees aware of risks and ensure employee involvement in suitable training courses.
- Record any incidents and take any remedial action to ensure similar incidents are prevented.

4. WHAT TO DO IF VIOLENCE AND AGGRESSION IS ENCOUNTERED:

- In the first instance a member of the staff should ask the perpetrator to stop behaving in an unacceptable way. Sometimes a calm and quiet approach will be all that is required. Staff should not in any circumstances respond in a like manner.
- Should the person not stop their behaviour the Line/Duty Manager should be asked to attend and the member of staff should explain calmly what has taken place, preferably within hearing of the perpetrator.
- If the person is acting in an unlawful manner, causes damage or actually strikes another then the police should be called immediately.
- Should it prove necessary to remove the person from any SHPCA premises (e.g. Pure Offices, IPCAS Hub location), then the police should be called and staff should not, except in the most extreme occasions, attempt to manhandle the person from the premises.
- If such a course of action proves necessary then those members of staff involved must complete a written note of the incident, detailing in chronological order what has taken place and the exact words used prior to leaving the building at the end of their working day. The SHPCA Incident Reporting Form should be used for this:



Incident Reporting
Form

Completed forms should be sent to the shpca.complaintsincidents@nhs.net mailbox.

- It is the policy to press for charges against any person who damages or steals SHPCA property or assaults any member of staff or visitor/patient

5. PROCEDURE FOLLOWING AN ACCIDENT RESULTING FROM VIOLENCE AND AGGRESSION

- Senior Team (COO, Head of Quality, Governance & Safety, Head of Clinical Services) Review the incident with SHPCA Directors immediately in order to determine severity
- Decide if a written warning should be given
- Decide whether to take further action if the matter has been sufficiently dealt with by the advice already given

Any employee or patient/visitor who receives any injury, no matter how small, should be the subject of an entry in SHPCA Accident Book and should always be strongly advised to be examined by a doctor before they leave the premises.

SHPCA will provide reasonable support and medical treatment for any staff involved in an incident of violence or aggression.

All incidents should be brought to the attention of the Directors, COO and Head of Governance, Quality & Safety, if not already involved. **If an injury has occurred this may be notifiable to the HSE.**

SHPCA re-affirms its commitment to do everything possible to protect staff, patients and visitors from unacceptable behaviour and their zero tolerance of any incident that causes hurt, alarm damage or distress.

6. SUPPORT FOR EMPLOYEES SUBJECTED TO ABUSE

SHPCA takes a serious view of any incidents of physical and verbal abuse against its employees and will support them if assaulted, threatened or harassed.

The first concern of managers after an incident is to provide appropriate debriefing and counselling for affected employees. Depending on the severity of the incident this counselling may be undertaken by trained professionals.

The COO/Head of Governance, Quality & Safety or Head of Clinical Services or other line manager will assist victims of violence with the completion of the formal record of the incident and where appropriate will report the incident to the police.

7. RESOURCES

pathways.nice.org.uk/pathways/violence-and-aggression